

# State telecommunications management manual

State of California  
Department of General Services

Telecommunications Division  
Sacramento, California

Category:

**Telecommunications  
Training**

Chapter Title:

**CALNET Services**

Chapter Number:

**1201.0**

Issued: September 30, 1996

Revision -

Revised:

## CALNET SUBSCRIBER TRAINING

As part of subscribing to CALNET services, which includes CALDEX services, initial user training is provided at no additional cost. The training method employed depends upon the size of installation and complexity of service.

The TD uses a variety of options to provide training to CALNET users. Individual user training is offered with any new service. The TD also organizes user group training at either the customer or TD facility. For large customer groups, the TD offers “train the trainer” or counselor type training. This method trains agency representatives who in turn provide training to individual agency staff. The TD determines the method of training when the service is requested; training is provided by TD staff or contracted trainers. A nominal fee may be charged for training requests beyond initial installation of service or for previously provided training. Contact Network Operations, Client Service Center, for more information.

*See Chapter 0101.0, TD Reference Guide, for all TD contact information referenced within this chapter.*